



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES

**AGING & DISABILITIES  
SERVICES**

## **Service Delivery Committee Meeting February 19, 2024**

A quorum of **Service Delivery Committee** members convened virtually on Monday, February 19, 2024. Members and attendees joined the virtual meeting with video conference and or conference call options (computer or telephone).

### **Members Present:**

Commissioner Amber Miller, *Chair*  
Deborah Anderson  
Commissioner Mark Behar  
Commissioner George Banda  
Commissioner Terrence R. Moore Sr.  
Commissioner Janice Wilberg

### **Members Excused:**

David LaCroix  
Patrick Lee

### **Milwaukee County Staff:**

Mike Bonk, *DHHS*  
Daniel Idzikowski, *DHHS*  
Carrie Koss Vallejo, *DHHS*  
Vonda Nyang, *DHHS*  
Emily Petersen, *DHHS*

### **Milwaukee County Staff Continued...**

Gaylyn Reske, *DHHS*  
Kayla Steinke, *DHHS*

### **Attendees from the Public**

Christie Carter, *LGBT*  
Ana Castaneda, *UCC*  
Michelle Douillard, *Goodwill Ind. SE WI*  
Jone Stromberg, *Indian Council of the Elderly*  
Thomas Gossett, *Goodwill Ind. SE WI*  
Matthew V. Hayes, *Legal Action of WI*  
Brian Keating, *TransDev*  
Arman Tahir, *Muslim Community Health Center*  
Audrey Carignan *Vital Voices*  
Deidra Williams, *LGBT*  
Song Xiong-Buck, *MCC*  
Kimberly Zimdars, *Vital Voices*

## **MINUTES**

### **I. CALL TO ORDER & ROLL CALL**

Chair Amber Miller called the meeting to order at 1:02 p.m. and took roll. Carrie Koss Vallejo, Department of Health and Human Services (DHHS), Aging and Disabilities Services, Aging Unit Program, and Planning Coordinator informed committee members and attendees of the intent of the Service Delivery Committee (SDC), which is to have public input on the programs and services coordinated by the Area Agency on Aging (AAA) that serve the older adult community in Milwaukee County. Today, those vendors will provide their year-end reports for 2023 to the SDC. Two vendors have short contracts (Employ Milwaukee and Revitalized Milwaukee) that will end at the end of September, so they will not provide a complete presentation but will give an introduction and explain the intent of their contracts. Starting this year, SDC

decided not to include data in the vendor presentation slides. Instead, Ms. Koss Vallejo created a comparative data sheet using the federal database that stores the vendors' data to provide to the SDC. Ms. Koss Vallejo distributed the data sheet to the SDC before today's meeting.

The Chair made several announcements, one of which was receiving late presentations, which is happening consistently. She would like the vendors to contact Ms. Koss Vallejo to provide feedback on how the AAA can assist them with getting their presentations in on time. She informed the vendors on how the meeting will run. If a presenter is not present, the next presentation in line will go next, and if the late presenter becomes present, the Chair will add them at the end of the presentations.

## II. PRESENTATIONS FROM VENDORS

### A. GOODWILL INDUSTRIES OF SOUTHEASTERN WISCONSIN, HOME DELIVERED MEALS (Michelle Douillard /Thomas Gossett)

The SDC asked Goodwill several questions: **How do you vet your drivers?** They have a complete enter view process and conduct a caregiver background check and drug screen, which they must pass.

**If someone is away from home to receive the food delivery, what do you do with the food?** If no one is home to receive the meal, they don't leave the food - there is no delivery. The meal is either brought back or given to another program participant. If the person arrives home and calls to ask for another delivery, if the delivery person is still in the area, they will deliver the meal.

**Can you define time slips?** It's a program to combat loneliness and social isolation. Drivers have questions on postcards to ask meal participants, and the drivers have received tools to take their answers and have them elaborate more to spark a creative conversation to get the participants thinking. This program helps with memory issues.

**To what extent is it possible to look at other funding sources to fill the funding gap? Has Goodwill considered involving a local corporation or foundation to support the gap in funding?** The funding information provided in Goodwill's presentation outlines what they are currently doing to fill the gap. The Goodwill philanthropy group has been exploring foundation support and finding ideas, and it welcomes any ideas the SDC may have. They are aware of the community block grant funding.

**How does the Meals on Wheels program coordinate with stock boxes and other resources of the Hunger Taskforce?** Goodwill provides information on stock boxes to clients, and they assist with signing up the participants. Now, they have the door dash option.

**If you increased the contribution from \$3 to \$4, how much of a gap would that close?** The contributions received go directly into the program, so Goodwill would not accept the money. Participants are not required to contribute to the program; it is voluntary for them to do so. It would make a difference, especially now with the online option. However, to raise the suggested contribution rate, the Nutrition Council would have to vote on it, and then it would have to go before the Commission on Aging.

**B. MUSLIM COMMUNITY HEALTH CENTER (MCHC), SENIOR CENTER AND NUTRITION PROGRAMMING AT MCHC (Arman Tahir)**

SDC asked MCC a few questions: **The women at the center have complained that they need more space for their programs. Is there a cultural or religious reason why you have more males in attendance than women?** Yes. There are some cultural and spiritual areas as well. There are about 50 men to 30 women who attend programs. Most Islamic women have chores at home and attend to family, so fewer women attend. The Islamic women who attend want to be distinct from the men at the same place and time. It is trying to make an area specific for women to relax, remove their headscarves, and be in an area where they can only talk and interact with women.

**Are your services limited to people who are orthodox Muslim or who are not traditional and wish to participate in activities? Is there any effort to allow people who want to do nontraditional things, like men sewing?** There are no restrictions on becoming a member of the Muslim Community Center (MCC); all are welcome to join, and there is a \$5 fee. And yes, two men are currently in a sewing class. No one has come to the center, mentioning they are from the LGBT Community; however, several communities do visit the center.

**C. UNITED COMMUNITY CENTER, SENIOR CENTER AND NUTRITION PROGRAMMING (Ana Castaneda)**

There were a few questions asked by SDC: **Is there an association between the restaurant and the other food services you provide for seniors?** Café El Sol provides the food for the Senior Center.

**Could you give an estimate of the demographic of non-Hispanic/Latin X users at your facility?** Specifically, I'm interested in the breakdown of nationalities.

**For mental health, what is an example of when the center has helped someone bridge that gap?** The center has created small groups where the ladies do a little reading with a book in the afternoon and then apply it to their life or personal programs.

SDC gave kudos and told them to keep up the excellent work.

**D. UNITED COMMUNITY CENTER, TRANSPORTATION SERVICES**  
(Ana Castaneda)

There was one question asked by SDC:

**The presentation mentioned that you are allowing clients to donate but have not generated any money. Have you explicitly asked for donations?**

Yes. The center has distributed flyers from the county and posted them at the center, on buses, and in the newsletter. Unfortunately, most of our clients are not financially able to donate.

Ms. Castaneda will send SDC the information on the quinceañera celebration that that the United Community Center holds for its participants who were never able to have this celebration when they were younger (Quinceañera is the celebration of a girls fifteenth birthday, from child to adulthood).

**E. MILWAUKEE LGBT COMMUNITY CENTER, OUTREACH AND SERVICES TO LGBTQ** (Christie Carter)

**SDC asked how Harvest Fest and movie nights are attracting people's participation and what the attendance numbers have been.** Ms. Carter was able to provide the attendance numbers for Harvest Fest. Harvest Fest is open to the public, so anyone can attend. About 40 people were in attendance, including 15 older adults. Since the pandemic, people have been afraid to attend public events. Ms. Carter is working on increasing the attendance numbers to 70, which was the average before the pandemic hit.

**F. HMONG AMERICAN FRIENDSHIP ASSOCIATION, COMMUNITY OUTREACH AND ACCESS SERVICES TO SOUTHEAST ASIAN OLDER ADULTS**

Due to technical difficulties, the presenter for the Hmong American Friendship Association will present on Wednesday.

**G. LEGAL ACTION OF WISCONSIN, BENEFIT SPECIALIST AND LEGAL SERVICES** (Matthew Hayes)

**What is happening with older adults causing case intensity to need more time? What type of cases are commanding more time?** Part of the issue relates to how Legal Law conducts intakes now. In the past, Senior Law staff handled their intakes. Now, the Legal Service Corporation requires senior law to have a centralized intake system, a unit separate from senior law staff that handles the intake and initial calls that come into the office. Which has

decreased the number of information-only cases, and the number of cases they represent has increased over the last few years.

**Because you don't have attorneys with specialties, can you give some examples of the specialty cases you have been experiencing?** There has been an influx of pro bono cases (probate and eviction). These types of pro bono cases have two parts: Legal Action takes care of one part, and they find private attorneys who provide these services for free, and they take care of the second part of the case.

**There has been a decline in your percentage of satisfied clients, from 80% to 78%. Were you able to detect the reason for the decrease?** The reason for this decrease can be attributed to our three-question survey, where one query pertains to client satisfaction with the outcome. Some cases, unfortunately, do not have a legal remedy, and our inability to assist with these cases has led to a decrease in satisfaction numbers. While this factor was not initially considered in the outcomes, we are now contemplating its inclusion.

**Do you provide general legal, educational opportunities for older adults to understand the general legal issues that they need to address while they are well and fully functional? Examples include estate planning and probate.** Yes. Legal Action has conducted presentations on general estate planning and Medicaid for long-term care, nursing homes, and assisted living, which has been an enormous need. They would like to add Power of Attorney to their presentation.

#### **H. TRANSDEV, TRANSPORTATION SERVICES**

(Brian Keating)

Emily Petersen, Advocacy and Policy Manager for DHHS/ADS/Aging Services, summarized Transdev's improvements in their services. There has been a vast improvement over the end of last year when TransDev significantly reduced complaints. This month alone, there were only two complaints. The AAA has had reeducation and training for AAA staff. Communications between Transdev and the AAA have vastly improved. They have hired more drivers.

The Service Delivery Committee gave kudos to TransDev for improving their performance and addressing the issues the older adults had with their services. One question was asked: **Does TranDev provide medical transport outside of Milwaukee County for medical appointments?** Contract-wise, only within Milwaukee County.

#### **I. MILWAUKEE CHRISTIAN CENTER (MCC), SENIOR CENTER AND NUTRITION SERVICES AT MCC** (Song Xiong-Buck)

There were no questions from SDC. SDC gave Kudos to Ms. Xiong-Buck's presentation.

**J. MILWAUKEE CHRISTIAN CENTER (MCC), NUTRITION SITE SUPERVISION SERVICES** (Song Xiong-Buck)

Ms. Xiong-Buck and Gaylyn Reske, DHHS/ADS/Aging Services, Senior Dining Program Coordinator, informed SDC during the presentation that there were many issues with Housing Authority of the City of Milwaukee (HACM) four meals sites (Arlington Court, Lapham Park, Convent Hill, and College Court). Ms. Xiong-Buck handled many disruption issues with dinners under 60 at the dining sites. These specific sites serve dinners 16 years and older. SDC asked MCC to meet with them to discuss the HACM situation and their particular dining site issues later.

**K. MILWAUKEE CHRISTIAN CENTER (MCC), DINE-OUT PROGRAM** (Song Xiong-Buck)

How is the funding for this program? The AAA made programmatic changes to help support the Dine-out program for this year. The program has been a success. They are adding another restaurant to the program, Ruby J's, and actively looking into ways to continue funding this program.

**III. CONTRACTS THAT HAVE ENDED IN 2023**

Two contracts unsettled in 2023.

1. Greater Galilee Site Management, and
2. Social Development Commission Outreach and Services to Low-Income Medicare Recipients

**IV. DISCUSSION AND QUESTIONS**

There were no discussion and or questions.

**V. ADJOURNMENT: Meeting adjourned at 4:31 p.m.**

MOTION: To adjourn the meeting

ACTION: Motion prevailed by unanimous consent ( Moved, Second.)

**The next Service Delivery Committee meeting will be held virtually at 1 p.m. – 4 p.m. on Wednesday, February 21, 2024.**

Respectfully Submitted,

Vonda Nyang  
Executive Assistant